

COURSE CONTENT

<u>UNIT-I:</u> Hours)	(06 Contact
Theory: An Ideal Family by Katherine Mansfield Situational Dialogues – Role-play – Expressions in various situations – Self Introduction – Introducing others – Greetings – Apologies – Requests – Giving directions	
<u>UNIT-II:</u> Hours)	(06 Contact
Theory: Energy -Alternative sources of Energy - Panel Debate on “On-grid & off-grid support to public participation in the production of solar energy in India”, Reading the Wikipedia content on “The Green New Deal”. Reflective session on the prospects of “The Green New Deal in India” Letter Writing (Formal & Informal) and Hands on Session on Letter Writing	
<u>UNIT-III:</u> Hours)	(06 Contact
Theory: Transport - Problems & solutions Group Discussion on “The Future of Bullet Trains in India” - PPT on “The Dedicated Freight Corridors & the Future of Indian Economy” Introduction to Speech Sounds – Vowels, Consonants and Diphthongs – Pronunciation Exercises (Basic Level)	
<u>UNIT-IV:</u> Hours)	(06 Contact
Theory: Technology - Evaluating technology PPT on “3R: Reduce, Recycle, Reuse” - Solo Debate on “Can Block Chain Technology Mitigate the Issue of Cyber Crimes and Hacking?”	
<u>UNIT-V:</u> Hours)	(06 Contact
Theory: Environment - Ecology versus Development Listening Activity on YouTube video on “Greening the Deserts” - Students’ seminar on “Waste to Wealth: Examples from around the Globe”.	
<u>UNIT-VI:</u> Hours)	(06 Contact
Theory: Industry - Selling products - Reading the material on “4Ps: Product, Price, Place, and Promotion” Role play on “How to sell your product and services”- JAM –Description of Pictures, Photographs, Process, Talking about wishes, Information Transfer	

In this unit you will learn

- to play various roles, in a variety of situations and settings
- to use language to perform various functions
- many words/idiomatic expressions in English that can be used in day-to-day life

In a role play, participants act out various characters or parts. Study and act out the dialogues/conversations given in this unit. They help you function efficiently in a variety of situations and settings. You must act out the roles and also keep changing your roles as you practice. Each role play should be acted out at least twice with the participants changing roles. You can ask others to observe you and evaluate your performance. However, at the end of your role play, your teacher will evaluate you and provide his feedback on the assessment sheet.

Give more importance to Pronunciation, Fluency and Accuracy. Be clear about the vocabulary and key sentences used in your dialogue. Read aloud the dialogues many times, and know what is expected of you, to make it sound natural as you act it out.

Pay careful attention to these:

- What are you trying to do with your language?
(describing something, persuading someone, stating preferences etc.)
- What sort of a person are you in a particular situation? What is your role?
(friend, stranger, employee, customer, student etc.)
- What is the setting of the role play?
(at house, at a party, at a meeting etc.)
- What are you talking about?
(topic related to business, travel, sports, politics etc.)

Each unit centers on a common situation that occurs in real life. Sample dialogues, in formal and informal contexts, help you understand sentence structure and logical sequencing of sentences. More importantly, each unit provides you with key expressions used in such situations. You can make use of the useful phrases given at the end of the unit.

Greeting people and taking leave of them

Dialogue (formal)

(Mr Anand meets Amita, a student who lives in his neighbourhood, at a bookstore. They have met before, but do not know each other very well.)

- Amita: Good morning, Mr Anand. How're you?
Mr Anand: Good morning, Amita. I'm very well, thank you, what about you?
Amita: I'm fine, thanks. We haven't met for quite some time, have we?
Mr Anand: Yes, you're right. I have been away in Nagpur. Have you found something interesting to buy?
Amita: No, not really. I just came in a few minutes ago.
Mr Anand: Well, it was nice meeting you, Amita. I could have given you a lift home but I'm afraid I have to rush to keep an appointment. I do hope you'll excuse me.
Amita: Oh, that's quite all right, Mr Anand. / hope we can meet again soon.
Mr Anand: Yes, please do come over sometime. Bye!
Amita: Bye, bye, Mr Anand!

Dialogue (informal)

(Barkha meets Farha, who used to be a classmate at school, after a long time at a wedding.)

- Barkha: Hello, Farha! What a lovely surprise! Good to see you after so long.
Farha: Hi, Barkha! Yes, it's great to see you too! How're you and where have you been?
Barkha: Just fine, thanks. I was away in Aligarh. And how are things with you?
Farha: Everything's okay, thanks. Hey, we must meet and catch up on all that's been happening.
Barkha: We must do that. Let me jot down your telephone number.
Farha: Here, I'll write it down for you. Wish I could have stayed longer, but I must run. Have to pick up mother from the station.
Barkha: Sure, see you sometime. Bye!
Farha: Bye, bye!

Dialogue (informal)

(Mrs Shinde and Mr Patil meet at the bank. They take the same bus to work every day, but don't know each other very well.)

- Mrs Shinde: Good morning, Mr Patil.
Mr Patil: Good morning, Mrs Shinde. How are you?
Mrs Shinde: I'm very well, thank you. And how are you. Mr Patil?
Mr Patil: I'm fine, thanks. I'm waiting to get my passbook updated.
Mrs Shinde: I need to get a demand draft made. Goodbye, Mr Patil.
Mr Patil: Bye!

Dialogue (informal)

(Lata and Annie are friends. They meet in a department store.)

- Lata: Hello, Annie!
Annie: Hi, Lata! Where have you been during the holidays?
Lata: I was busy. We got our house painted, and I was helping my mother supervise the work.
Annie: No wonder you weren't at the sports club in the evenings.
Lata: Did you win many matches?
Annie: Some. But we really missed you.
Lata: I'll be there tomorrow.
Annie: That'll be great. Bye, bye!
Lata: See you!

Dialogue (informal)

(It is Ashok Sharma's first day at work. He introduces himself to Sheila Sakhalkar, the head of his division.)

- Ashok: Good morning, Ms Sakhalkar. I'm Ashok, the new marketing executive reporting for duty.

Sheila: Good morning, Ashok. I'm pleased to meet you. Welcome to Alpha Telecom Services. We are glad to have you.

Ashok: Thank you. I look forward to working here.

Dialogue (informal)

(Vishal is at a wedding reception. He introduces himself to Jacob, his sister's classmate.)

Vishal: Hello. I'm Vishal, Smita's brother.

Jacob: Hello, Vishal! Nice to meet you.

Vishal: Nice meeting you too.

Dialogue (informal)

(Sheila introduces Ashok Sharma, a new employee, to Aslam, another employee in the company.)

Sheila: Aslam, I'd like to introduce Mr Ashok Sharma to you. He's the new marketing executive.

Aslam: Hello, Ashok. Glad to meet you. I'm Aslam Ahmed. I'm in the accounts department.

Ashok: Nice to meet you too.

Dialogue (informal)

(Gita meets her neighbor Girish at a restaurant. She introduces him to her cousin Deepti, who is with her.)

Girish: Hi Gita

Gita: Hi, Girish. What a pleasant surprise!

Girish: Hi. I'm meeting my friends here. It's Tony's birthday.

Gita: Girish, I don't think you've met my cousin Deepti. She's come from Kolkata on a short visit. Deepti, this is Girish, our neighbour. He is studying economics at Nagpur University.

Deepti: That's nice. Pleased to meet you, Girish.

Girish: Nice to meet you too.

Useful Phrases – Greeting people and taking leave in formal situations

Good morning, how are you?

I'm very well, thank you. What about you?

I'm fine, thanks.

We haven't met for quite some time, have we?

It's a pleasure to see you.

It was nice meeting you, but I'm afraid I have to go now.

I must leave. I hope you'll excuse me.

That's quite all right. I hope we can meet again soon.

Yes, we must.

Yes, I hope so too.

Yes, please do come over.

Bye, bye!

Useful Phrases – Greeting people and taking leave in informal situations

Hello! What a lovely surprise!

Good to see you after so long.

It's great to see you too.

How're you and where have you been?

Just fine, thanks. How're things with you?

Everything's okay, thanks.

We must meet and catch up on what's happening.

Yes, we must do that.

Wish I could have stayed longer, but I must run.

Sure, see you sometime. Bye, bye!

Task - 1

Working in pairs, write and enact the following situations in the form of brief dialogues choosing appropriate expressions from those given above.

- A. Nita is on her way to her violin class. She meets Dr Prakash, her father's boss, outside the music school. The two persons greet each other and exchange a few words before taking leave.
- B. Abhay runs into Abdul, a friend, at a supermarket. The two men greet each other and exchange a few words before taking leave.
- C. Manju meets her dentist at a bank. They greet each other, exchange a few words and take leave.
- D. Karuna runs into her cousin Mukund in a shopping mall. The two greet each other, exchange a few words and take leave.

Introducing yourself and Introducing people to each other

Dialogue (formal)

(Mrs Shakti Thomas walks up to Mr Abhay Sarkar, an employee in the bank where she has just started work.)

- Mrs Thomas: Good morning! I'm Shakti Thomas. I've joined the bank today as an assistant accounts officer. I was with a private finance company in Trichy earlier.
- Mr Sarkar (rising to his feet): Good morning! I'm happy to meet you. I'm Abhay Sarkar, and I'm a manager in the housing loans division. Welcome to our bank!
- Mrs Thomas: Thank you.
- Mr Sarkar: Very nice meeting you too.

Useful phrases – Introducing yourself in both formal and informal situations

- Good morning!
Hello! My name is.....
Good morning!
Hi! I'm.....
I have just joined....
I have just moved in...
I'm from.....
I work for.....
I'm the new....

Introduce people to each other

Dialogue (formal)

(Dr Preeta Rao and Mr Salil Mohammad meet for the first time at the workplace of a common friend, Mrs. Padma Padamsee.)

- Mrs Padamsee: Dr Rao, I'd like to introduce you to Mr. Salil Mohammad. Mr. Mohammad is our company secretary. Mr Mohammad, please meet Dr Preeta Rao. Dr Rao is an educational advisor with the UNICEF.

Dr Rao (shaking hands): How do you do, Mr. Mohammad? I'm happy to meet you.

Mr. Mohammad: Thank you, Dr Rao. This is indeed a pleasure. Mrs Padamsee has spoken to me about the fine work that you are doing among children in government schools.

Dialogue (informal)

(Kritika introduces her sister Alka to her classmate John.)

Kritika: John, this is my sister, Alka. She's an editor with the Times of India. Alka, meet John. He's my classmate and captain of the college basketball team.

John: Hi Alka. Nice meeting you.

Rika: Hello, John. It's nice meeting you too. I used to know your cousin, Stella at the K. N. Degree College.

Useful phrases – Introducing people to each other in both formal and informal situations

I'd like to introduce you to

Please meet....

This is....

.....meet.....

I'm happy to meet you

This is indeed a pleasure.

Nice meeting you.

Task 2

Working in pairs, write and enact the following situations in the form of brief dialogues choosing appropriate expressions from those given above.

- A. Rohit Kumar from Alpha Electronics, Kanpur, enters the Delhi office of his company's chartered accountant with whom he has an appointment. He introduces himself to the person's secretary, explaining who he is, where he is from and why he is there.
- B. Dharam goes to his friend Praveen's house. His cousin, Smita, is with him. Dharam introduces the two to each other
- C. Pushpa Kapoor goes to the office of a lawyer, Feroz Mirza. They have not met before, so she introduces herself and tells him why she wants to see him.
- D. Sally introduces her brother, Timothy, to her friend Aruna.

Making Requests

Dialogue (formal)

(Vikram is filling in a form at a railway booking counter when his pen stops writing. He turns to a stranger standing next to him and requests her to lend him a pen.)

Vikram: I'm sorry to bother you, but I need your help. My pen is not writing. May I borrow yours, please?

Stranger: Certainly. Here, you can use this pen.

Vikram (uses the pen and returns it to its owner): I've completed filling in the form. Thank you very much!

Stranger: You're welcome.

Dialogue (informal)

(Vimala asks her friend, Aman, if he could get an application form from the passport office.)

Vimala: Aman, could you do me a favour, please. I'd like you to pick up a passport application form for me on your way back from office.

Aman: Sure, I'll do that today.

Vimala: Hope it won't be a problem.

Aman: Of course not! No problem at all.

Vimala: Thanks!

Aman: Not at all.

Dialogue (formal)

(Lata is on her way to her friend's office and has lost her way. She stops a passerby and asks for directions)

Lata: Excuse me, please. Could you tell me how to get to Kedarpuri junction, please?

Passerby: Certainly, just go straight ahead and then the second turning to your left. Drive on until you see a children's park. Turn right and then right again and you'll find yourself at the Kedarpuri junction.
Have you understood?

Lata: Yes. That shouldn't be difficult to find. Thank you very much.

Passerby: You're welcome.

Dialogue (informal)

(Afzal asks his friend's mother to help him buy a sari for his sister.)

- Afzal: Auntie, would it be possible for you to help me buy a sari for Renu?
Friend's mother: I really wish I could have helped, but I'm leaving for Delhi today. I'm sorry.
Afzal: That's all right.
Friend's mother: We could go on Wednesday though, if you wish.
Afzal: Oh, yes. We'll do that then.

Dialogue (informal)

(Ratna is a new student in the college. She asks Varun for directions to the library.)

- Ratna: Excuse me, could you tell me the way to the library?
Varun: Sure. Go straight down this path and you'll reach the new block. To the left of the reception desk is a staircase. Go up the stairs to the second floor and turn right. You will find the library at the end of the floor.
Ratna: Thanks a lot.
Varun: You're welcome.

Useful Phrases – Making requests in formal and informal situations

Do you think I could use your telephone, please?

Could I ask a favour of you?

Excuse me, could you help me, please.

I'm sorry to trouble you, but I need your help.

Would you mind helping me with this, please?

I wonder if you could do me a favour.

Certainly, I shall be glad to help.

Sure. I'd be glad to help.

Of course, by all means.

Thank you.

Thank you very much.

Thanks a lot.

You're most welcome.

You're welcome.

Not at all.

Task 3

Working in pairs, write and enact the following situations in the form of brief dialogues choosing appropriate expressions from those given above.

- A. Mr Joseph has just arrived in Guntur and asks a traffic policeman for directions to a hotel where his office has made arrangements for his stay.
- B. Chandra requests her neighbour, Madhu, to teach her to bake a cake.
- C. Priya goes to the head of her department with a request for a day's leave.
- D. Sanat has just arrived in Mysore on transfer and is staying with his family at his company's guest house. He requests Raghu, a colleague, to help him find rented accommodation.
- E. James goes to visit his neighbour, Mrs Tanuja Khursheed, in hospital where she has had eye surgery. He does not know the floor or room she is in and requests the receptionist for the information.
- F. Harsh has been invited to a wedding reception at the far end of his city. He calls the bride's father, Mr Gurcharan Singh, to request him for directions to the venue.

Making apologies and responding to them

Dialogue (formal)

(Asif Abdullah supplies material for a construction company. There is a delay in the delivery of a truckload of steel because of which the company had to lose three valuable days of work besides wages paid to the workers. Asif apologises to the managing director of the company.)

- Asif: Ms Bharadwaj, I must apologise for the delay in the delivery of the steel you had ordered. I fully understand the loss it must have meant to you in terms of both time and money. It all happened because of the transport strike across the state and I was really helpless in the matter. I'm sincerely sorry and hope you'll excuse the delay and give me another chance to do business with your company.
- Ms Bharadwaj: Mr Abdullah, you're right about the loss that the delay on your part caused us. We don't blame you fully for we do know that it was caused by the strike. We think, though, that you could have made some other arrangement to let us have the material on time. However, we'll accept your apologies and hope that this kind of a thing does not happen again.
- Asif: Thank you for being so understanding, Ms Bharadwaj.

Dialogue (formal)

(Nazreen misplaces an important document because of which her company nearly loses a big order. She apologises to her boss, Dr Jason.)

- Nazreen: Dr Jason, I apologise for misplacing the tender document. I realise that we could have lost the order and that I ought to have been more careful. Actually, I put the papers in the pending orders file by mistake. I'm terribly sorry and hope you'll excuse me.
- Dr Jason: Yes, one of our competitors would have got the order if we had been late with the tender. Don't worry about it though, for these things do happen sometimes. I accept your apology and am sure you'll be careful in future.
- Nazreen: Thank you for being so understanding, Dr Jason.

Dialogue (informal)

(Jeevan knocks over a crystal bowl, breaking it into pieces. His mother scolds him, and he apologises to her.)

- Mother: Jeevan, you've broken my favourite vase! How can you be so careless!
- Jeevan: Ma, I'm so sorry. I was running to answer the telephone and slipped on the freshly mopped floor. Please forgive me.
- Mother: All right, but do be a little careful in future when you go about the house.
- Jeevan: Thanks, Ma! I promise that I won't run about inside the house again.

Dialogue (informal)

(At a dress rehearsal, Shubha spills coffee on her friend Christine's dress and apologises to her.)

- Christine: Oh, no! My white dress for the dance is stained!
- Shubha: I'm really sorry! The cup slipped from my hand. Forgive me, please.
- Christine: That's okay—accidents happen. It wasn't your fault.
- Shubha: Thank you! And don't worry—I'll get your dress dry-cleaned before the dance.

Useful phrases – Making apologies and responding to them in formal and informal situations

I must apologise for....

I'm terribly sorry about....

Please accept my sincere apologies.

I hope you'll excuse me.

Please forgive me.

I'm so sorry.

It won't happen again, I promise.
I'm really ashamed of myself.

It's quite all right.
I really hope it won't happen again.
No need to feel so bad about it. These things happen.

Task 4

Working in pairs, write and enact the following situations in the form of brief dialogues choosing appropriate expressions from those given above.

- Parveen forgets to wish her friend Anju on her birthday and calls her to apologise. Anju assures her that it is all right.
- Ashok Garg apologises to his senior colleague, Tony Alfred, for a mistake that he made in drafting a legal document. Alfred excuses Ashok.
- Jaya, busy with her work and her children, apologises to her sister Amita for not calling her for a month. Amita tells her that she understands.
- Staff nurse Bharati apologises to the senior nursing officer for reporting late for duty and explains that she missed her bus. The nursing officer excuses Bharati.

Extending invitations; Accepting or declining them

Dialogue (formal)

(Mr Gopal Reddy invites two colleagues to his son's engagement dinner.)

- Reddy: Good morning, Rita! Good morning, Mr slyer! There's some happy news I must tell you about.
- Rita: We're so happy for you, Mr Reddy.
- Mr slyer: Do tell us what it is, Mr Reddy.
- Reddy: My son, Rahul, is getting engaged on the twenty-fifth of this month. My wife and I will be happy if you both along with your families could come to the engagement that will be followed by a dinner at the YWCA convention centre at seven in the evening.
- Rita: Congratulations, Mr Reddy, and thanks for the invitation. I'll certainly be there with my family.
- Reddy: Thank you very much, Rita. We'll look forward to seeing you.
- Mr slyer: Congratulations, Mr Reddy, Thank you for inviting us. I wish we could have come, but I'm sorry we'll have to miss the engagement. My brother-in-law is getting married on the same evening. I'm leaving on the twenty-second for Bangalore with my family. What a pity!
- Reddy: Yes, it's so disappointing that you won't be able to attend the function. We'll all miss you. However, please don't worry, Mr slyer. I understand.

Dialogue (formal)

(Manpreet Kaur, a teacher, invites two heads of departments in her university to her daughter's wedding.)

- Manpreet: Good morning. Dr Savarkar Can I come in, please.
- Dr Savarkar: Sure, Manpreet. Please sit down.
- Manpreet: Thank you. Ma'am. Good morning, Professor Desai.
- Professor: Good morning, how are you?
- Manpreet: I'm fine—thank you, Sir. My daughter, Ramya, is getting married next Sunday. I'll be happy if you both come with your families to her wedding reception at the Defence Club. Let me give you the invitation cards.
- Dr Savarkar: Thanks for the invitation, and congratulations, Manpreet. I'll certainly be there.
- Manpreet: Thank you, Dr Savarkar. I look forward to having you with us.
- Professor Desai: Congratulations. Manpreet, and thank you for inviting me. I'd have loved to come, but I'm sorry I won't be able to. I'm going next Saturday to Varanasi for a conference.

Manpreet: That's all right, I understand, Sir. But we'll miss you.

Dialogue [informal]

(Sanjana invites her friends Matthew and Rehana to her tea estate for the weekend.)

Matthew and Rehana (together): Hi!

Sanjana: Hi, Matthew! Hello, Rehana!

Rehana: I'm going at the weekend to our tea estate in Kotagiri. Would you both like to come along?

Sanjana: Oh, I'd love to! It's a long weekend, and besides, I've heard so much about the place. Thanks, Sanju.

Matthew: That's great! I'll ask my cousin to take us around.

I'm sorry, Sanju, but I don't think I'll be able to make it. Remember I have the CAT on Saturday? T

Sanjana: You're welcome, Matthew. It's a pity, but we'll go again some other time.

Thanks for asking me.

Matthew: Dialogue [informal]

(Rema sees her friends Usha and Teja in the park and goes up to speak to them.)

Usha: Hello, Usha! Hi, Teja!

Usha and Teja (together): Hi, Rema!

Rema: I was planning to call and speak to you both. I'm having a small party at my place this Friday evening at five o'clock. Why don't you both come?

Usha: Sure, I'd love to! I'll be there early to help you put finishing touches to everything.

Teja: Thanks, Usha. It'll be nice having you at the party.

The party's this Friday, isn't it? I'm sorry but I don't think I'll be able to make it. You see, my mother is getting operated for gall bladder stones on Thursday. I'll need to be with her in the hospital.

Rema: Thanks for asking me.

You're welcome, Teja. Everyone's going to miss your music at the party. But we'll make it up some other time.

Useful phrases – Extending invitations; Accepting or declining in formal and informal situations

There's some good news.

I'm here/I'm calling to invite you to...

I'll be happy if you and your family could come.

Are you free tomorrow evening?

Why don't you join us at a get-together?

We'd like to come to...

You must come to...

Are you free tomorrow evening/ next Thursday/this weekend/on....?

Would you be interested in coming to....?

How do you fancy going out for....?

It'll be a pleasure.

Oh, sure. I'd love to come!

I'm so happy to hear that.

Thank you for inviting me. I wish I could have come.

I'm afraid I'll not be able to come.

I'm sorry, but I'll have to miss the...

What a pity! won't be able to come!

I can't be helped, I suppose. But we'll make it up some other time.

Thank you so much. We look forward to seeing you.

Thanks for saying yes. Be there on time.

It's disappointing that you won't be there.

We'll all miss you.

SITUATIONAL DIALOGUES/ ROLE PLAY

A. Objectives

- To make student familiar with the different roles he/she plays in day-to-day life
- To develop confidence among students to speak in public
- To develop the communication skills in formal and informal situations
- To make students to identify the wrongly spelt words and to learn correct spelling and usage
- To develop inter and intra personal communication skills of students
- To enable the students to make telephone conversations effectively

B. Content

Introduction: To learn a language we have various methods and approaches. The teacher implements learner-centric methods for better learning. "Learning by practice" is mostly preferred in the process of effective learning. A student learns through self-experiences when the teacher provides an opportunity to learn by getting their mistakes corrected in a given environment. Role play is one such method that creates a platform to improve the students' speaking skills, non-verbal communication and contextual usage of language and makes them understand how to face real life situations.

What is a Role-play?

Role-play is an activity where one would be given a role to play. Role play is any speaking activity where you either put yourself into somebody else shoes or you may stay in your own shoes but put yourself into an imaginary situation. In these speaking activities, the student can assume the role of any one such as managers, chef, officers etc. and experience the joy of learning by involving in the character chosen by him. While playing the role of someone else, the student reflects either himself or the character. By being involved in the character the student has to think in a broader way, correct his attitude and find facts and responsibilities that are required for an ideal personality.

Role-play allows a student to prepare thoroughly for real life situation and paves a way to think through the language at the initial stage. Later the student becomes confident in framing structures/sentences grammatically correct and tries to get into the role.

Students learn best if objectives are clearly told. Students develop and practice new language and behavioral skills by being involved in the roles given. They should be given freedom to choose their own partners who he/she would feel comfortable with and are essential for meaningful communication to take place. Students are asked to discuss on the topic and choose their roles to frame dialogues. Each pair will be given 15 min to act out the dialogue using expressions, gestures and posture. Students involve themselves in the roles and understand the process of real life communication. At the end of the activity a student would judge himself on the basis of teacher, peer group & through self evaluation.

Greetings

- Hi, how are you?
- Hello! What a surprise!
- Hello! It's nice meeting you again
- How are things with you?

- Wish I could have stayed longer, but I must run
- Good bye, see you again.

Enquiring/making request for help/seeking directions

- Excuse me, could you help me please?
- Is there a medical store close by?
- Could I ask a favour of you?
- I'm sorry to trouble you, but I need your help
- Certainly, I shall be glad to help
- Thanks a lot(you very much)
- You're most welcome

Complaining

- I regret to bring to your notice that some of the items supplied by you are of poor quality.
- I'm sorry to say this, but you are playing a loud music.
- I have a complaint to make.
- My new washing machine is not working.
- I'd like to have the piece replaced.

Offering suggestions, to advise or to persuade

- Stop using polythene bags immediately.
- I suggest you repeat these expressions twice each.
- Let's repeat these expressions for practice.
- You should repeat these expressions in order to perfect them.
- Could I persuade to repeat the expressions as many times as possible?

Congratulate on an achievement, express sympathy and offer condolences

- Congratulations!
- You really deserve this honor.
- Well done! Keep it up!
- I'm sorry about what happened.
- I've no doubt that you will do much better next time.
- I just got the sad news.
- It's a great loss indeed.
- Remember that we are all with you.

Extend invitations and accept or decline them

Accepting

- There's some good news.
- I've completed my Ph.D.
- I'm hosting a party this weekend.
- I'll be happy if you can join me along with your family.
- Thank you for the invitation.
- We'll certainly make it.

Declining

- Thanks for your invitation.
- I'm sorry, I may not be able to honor your invitation.
- It's disappointing that you won't be joining us.
- We all miss you.

Make apologies and respond to apologies

- I must apologize for.....
- I'm terribly sorry about.....
- Please accept my sincere apologies.
- It's quite all right.
- No need to feel sorry about it. These things do happen.

Introduce yourself....

- Good morning/hello! /hi! my name is/ I'm
- I've just joined
- I'm from
- I work for
- I am the new

Introducing others...

- Good morning all. I would like to introduce.....
- Hello everybody, here is Mr. / Mrs
- It's my pleasure to introduce our today's guest.....
- I feel delighted to introduce Mr. / Mrs
- It's a great honor for me to introduce.....
- I'm happy to introduce my friend.....
- I'm proud of introduce my friend

Asking for people's opinions and giving opinions to others

- I'm convinced
- I think... / I believe..... / I feel
- As far as I'm concerned.....
- What is your opinion about
- What are your views on/about
- Are you in favour of?

DO'S

1. Understand and analyze the situation.
2. Identify your role and act accordingly.
3. Frame your sentences, questions and answers properly.
4. Be as natural as possible. Be yourself.
5. Check the posture and move a little.
6. Use your hands to express your point.
7. Maintain very good eye contact with the other person.
8. Make sure of shortened forms of words like 'shan't', don't etc., which are vital for spoken form of language.

9. Understand the question before answering.

10. Check your voice modulation, stress, intonation and speed.

DON'TS

1. Be in a hurry to say something.
2. Keep yourself detached from the given role.
3. Speak unchecked.
4. Put on an accent or look animated.
5. Plant yourself to a particular point, bend or move excessively.
6. Use your hands excessively.
7. Avoid eye contact; roll your eyes/stare continuously.
8. Read out the written form of communication.
9. Answer in urgency.
10. Be too fast/slow or shout unnecessarily.

ROLE PLAY-1.

A customer comes to a bank to apply for a bank loan and approaches the manager.
(Conversation between the Customer & the Manager)

Customer: Good Morning Sir.

Manager: A very good morning. Tell me how can I help you?

Customer: Sir, I would like to apply for a loan of 2 lakh Rupees.

Manager: Yeah sure, please fill this form. Do you have the required documents?

Customer: Yes, here they are. I brought all the documents you need.

Manager: We would verify these documents. If everything goes well, your loan will be sanctioned in a week's time.

Customer: Thank you Sir. Have a nice day!

Manager: A good day to you too!

Conclusion

Role-play improves speaking & listening skills. Students develop non-verbal communication techniques. They learn to use appropriate language in real life communication. By providing an opportunity for the students to create and participate in role-plays, the instructors can gain knowledge of each student while the students can benefit through increased interaction with the material and with each other. Role-play also motivates the quiet students to learn by themselves in a more forthright way. Students benefit from explicit feedback that focuses on the learning objectives that leads to learning experience.

Activity Topics

1. Riya requests her neighbour, Tina, to teach her how to bake a cake.
2. Bhargav is suffering from cold and flu. He goes to Dr. Bhatia for medication. Dr. Bhatia examines Bhargav and prescribes the medication.
3. Suman works in an organization. She decides to open an account in a Bank, to save her earnings. She meets the Manager of City Bank and enquires how to open an account and deposit the amount.